

waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

(1) The individual must be a legal permanent resident of the U.S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;

(2) There must be a compelling reason for using this individual as opposed to a U.S. citizen; and

(3) The waiver must be in the best interest of the Government.

(l) Contractors shall identify in their proposals the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of non-U.S. citizens after contract award shall also be reported to the contracting officer.

SECURITY ASSURANCES

DHS Management Directives 4300 requires compliance with standards set forth by NIST, for evaluating computer systems used for processing SBU information. The Contractor shall ensure that requirements are allocated in the functional requirements and system design documents to security requirements are based on the DHS policy, NIST standards and applicable legislation and regulatory requirements. Systems shall offer the following visible security features:

- *User Identification and Authentication (I&A)* – I&A is the process of telling a system the identity of a subject (for example, a user) (*I*) and providing that the subject is who it claims to be (*A*). Systems shall be designed so that the identity of each user shall be established prior to authorizing system access, each system user shall have his/her own user ID and password, and each user is authenticated before access is permitted. All system and database administrative users shall have strong authentication, with passwords that shall conform to established DHS standards. All USCIS Identification and Authentication shall be done using the Password Issuance Control System (PICS) or its successor. Under no circumstances will Identification and Authentication be performed by other than the USCIS standard system in use at the time of a systems development.
- *Discretionary Access Control (DAC)* – DAC is a DHS access policy that restricts access to system objects (for example, files, directories, devices) based on the identity of the users and/or groups to which they belong. All system files shall be protected by a secondary access control measure.
- *Object Reuse* – Object Reuse is the reassignment to a subject (for example, user) of a medium that previously contained an object (for example, file). Systems that use memory to temporarily store user I&A information and any other SBU information shall be cleared before reallocation.
- *Audit* – DHS systems shall provide facilities for transaction auditing, which is the examination of a set of chronological records that provide evidence of system and user activity. Evidence of active review of audit logs shall be provided to the USCIS IT

Security Office on a monthly basis, identifying all security findings including failed log in attempts, attempts to access restricted information, and password change activity.

- *Banner Pages* – DHS systems shall provide appropriate security banners at start up identifying the system or application as being a Government asset and subject to government laws and regulations. This requirement does not apply to public facing internet pages, but shall apply to intranet applications.

DATA SECURITY

SBU systems shall be protected from unauthorized access, modification, and denial of service. The Contractor shall ensure that all aspects of data security requirements (i.e., confidentiality, integrity, and availability) are included in the functional requirements and system design, and ensure that they meet the minimum requirements as set forth in the DHS Sensitive Systems Handbook and USCIS policies and procedures. These requirements include:

- *Integrity* – The computer systems used for processing SBU shall have data integrity controls to ensure that data is not modified (intentionally or unintentionally) or repudiated by either the sender or the receiver of the information. A risk analysis and vulnerability assessment shall be performed to determine what type of data integrity controls (e.g., cyclical redundancy checks, message authentication codes, security hash functions, and digital signatures, etc.) shall be used.
- *Confidentiality* – Controls shall be included to ensure that SBU information collected, stored, and transmitted by the system is protected against compromise. A risk analysis and vulnerability assessment shall be performed to determine if threats to the SBU exist. If it exists, data encryption shall be used to mitigate such threats.
- *Availability* – Controls shall be included to ensure that the system is continuously working and all services are fully available within a timeframe commensurate with the availability needs of the user community and the criticality of the information processed.
- *Data Labeling*. – The contractor shall ensure that documents and media are labeled consistent with the DHS *Sensitive Systems Handbook*.

19.0 Homeland Security Enterprise Architecture (HLS EA) Compliance

All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures as it relates to this Statement of Work. Specifically, the Contractor shall comply with the following Homeland Security Enterprise Architecture (HLS EA) requirements:

- All developed solutions and requirements shall be compliant with the HLS EA.
- All IT hardware or software shall be compliant with the HLS EA Technology Reference Model (TRM) Standards and Products Profile.
- All data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the DHS Enterprise Data Management Office (EDMO) for review and insertion into the DHS Data Reference Model.

The Contractor shall provide, the full range of business and technical management services that assist in the development and implementation, of IT products and services that are compliant with the USCIS Enterprise Architecture, as well as the DHS Enterprise Architecture policies, procedures, guidelines, and directives (e.g., EA reference models, Investment Review Process).

All IT products and services provided by the Contractor shall be subject to EA governance oversight performed by USCIS Office of Information Technology (OIT).

The contractor shall comply with the following Homeland Security Enterprise Architecture (HLS EA) requirement:

- In compliance with OMB mandates, all network hardware shall be IPv6 compatible without modification, upgrade, or replacement.

20.0 List of Attachments

Attachment A – List of Existing Live-Scan Systems for Disposal and New Equipment for Installation, by USCIS Location

Attachment B – ASC Store and Forward Configurations

Attachment C – Biometrics Capture Flow Chart

Attachment D – Live-Scan Deployment Schedule

Attachment E – UKvisas Software Requirements

Attachment F – FBI Appendix F

Additional Delivery Order Terms and Conditions

52.252-2 Clauses Incorporated by Reference. (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address (es): <http://www.acquisition.gov/far>

(End of clause)

52.217-9 Option to Extend the Term of the Contract (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 3 years.

(End of clause)

52.251-1 Government Supply Sources (APR 1984)

The Contracting Officer may issue the Contractor an authorization to use Government supply sources in the performance of this contract. Title to all property acquired by the Contractor under such an authorization shall vest in the Government unless otherwise specified in the contract. Such property shall not be considered to be "Government-furnished property," as distinguished from "Government property." The provisions of the clause entitled "Government Property," except its paragraphs (a) and (b), shall apply to all property acquired under such authorization.

(End of clause)

Homeland Security Acquisition Regulation (HSAR) clauses and provisions incorporated by reference.

FAR clause 52.252-2, this contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of HSAR clauses may be accessed electronically at this internet address:

http://www.dhs.gov/xlibrary/assets/opnbiz/cpo_hsar_finalrule.pdf

3052.242-71 Dissemination of Contract Information (DEC 2003)

3052.242-72 Contracting officer's technical representative (DEC 2003)

Homeland Security Acquisition Regulation Clauses & Provisions in Full Text

3052.204-71, Contractor Employee Access (JUN 2006)

(a) *Sensitive Information*, as used in this Chapter, means any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a

favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, and insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

(End of clause)

Performance Reporting

For active contracts valued in excess of simplified acquisition threshold, the Federal Acquisition Regulation (FAR) 42.1502 requires federal agencies to prepare Contractor performance evaluations. Performance evaluations are completed and forwarded to the Contractor for review within thirty (30) calendar days from the time the work under the contract is completed for each contract year. Interim evaluations by the Contracting Officer may be completed as necessary. The Contractor has thirty (30) days to reply with comments, rebutting statements, or additional information that will be made part of the official record.

Invoicing Requirements

The Statement of Work contains the invoicing requirement instructions. The invoice shall be sent via e-mail to the USCIS COTR and the USCIS Contracting Officer. The payment office address is as follows:

Dallas Finance Center
PO Box 561547
Dallas, TX 75356-1547

Advertisements, Publicizing Awards & News Releases

All Press releases or announcements about agency programs, projects, and contract awards need to be cleared by the Program Office and the Contracting Officer. Under no circumstances shall the Contractor, or anyone acting on behalf of the Contractor, refer to the supplies, services, or equipment furnished pursuant to the provisions of this contract in any publicity news release or

commercial advertising without first obtaining explicit written consent to do so from the Program Office and the Contracting officer.

The Contractor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by the Federal Government or is considered by the Government to be superior to other products or services.

Organizational Conflict of Interest

(a) The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the Contractor has disclosed all such relevant information.

(b) Prior to commencement of any work, the Contractor agrees to notify the CO immediately that to the best of its knowledge and belief, no actual or potential conflict of interest exists or to identify to the CO any actual or potential conflict of interest the firm may have. In emergency situations, however, work may begin but notification shall be made within five (5) working days.

(c) The Contractor agrees that if an actual or potential organizational conflict of interest is identified during performance, the Contractor shall immediately make a full disclosure in writing to the CO. This disclosure shall include a description of actions which the Contractor has taken or proposes to take, after consultation with the CO, to avoid, mitigate, or neutralize the actual or potential conflict of interest. The Contractor shall continue performance until notified by the CO of any contrary action to be taken.

(d) Remedies – USCIS may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to avoid organizational conflict of interest. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose it or misrepresented relevant information to the CO, the Government may terminate the contract for default, debar the Contractor from Government contracting, or pursue such other remedies as may be permitted by law or this contract.

Contractor Employee Suitability Determinations

In accordance with the Security Requirements contained the Statement of Work, employees requiring USCIS Information System access for installation of images or system configuration require Suitability Determinations. The Security Requirement section of the SOW details the requirements of the Suitability Determinations. **To expedite processing of appropriate suitability documentation, contractor is required to submit documentation within 10 calendar days of award.**

52.211-6 Brand Name or Equal (AUG 1999)

(a) If an item in this solicitation is identified as "brand name or equal," the purchase description reflects the characteristics and level of quality that will satisfy the Government's needs. The salient physical, functional, or performance characteristics that "equal" products must meet are specified in the solicitation.

(b) To be considered for award, offers of "equal" products, including "equal" products of the brand name manufacturer, must—

(1) Meet the salient physical, functional, or performance characteristic specified in this solicitation;

(2) Clearly identify the item by—

(i) Brand name, if any; and

(ii) Make or model number;

(3) Include descriptive literature such as illustrations, drawings, or a clear reference to previously furnished descriptive data or information available to the Contracting Officer; and

(4) Clearly describe any modifications the offeror plans to make in a product to make it conform to the solicitation requirements. Mark any descriptive material to clearly show the modifications.

(c) The Contracting Officer will evaluate "equal" products on the basis of information furnished by the offeror or identified in the offer and reasonably available to the Contracting Officer. The Contracting Officer is not responsible for locating or obtaining any information not identified in the offer.

(d) Unless the offeror clearly indicates in its offer that the product being offered is an "equal" product, the offeror shall provide the brand name product referenced in the solicitation.

(End of provision)

3052.209-70 Prohibition on Contracts with Corporate Expatriates (JUN 2006)

(a) Prohibitions.

Section 835 of the Homeland Security Act, 6 U.S.C. 395, prohibits the Department of Homeland Security from entering into any contract with a foreign incorporated entity which is treated as an inverted domestic corporation as defined in this clause, or with any subsidiary of such an entity. The Secretary shall waive the prohibition with respect to any specific contract if the Secretary determines that the waiver is required in the interest of national security.

(b) Definitions. As used in this clause:

Expanded Affiliated Group means an affiliated group as defined in section 1504(a) of the Internal Revenue Code of 1986 (without regard to section 1504(b) of such Code), except that section 1504 of such Code shall be applied by substituting 'more than 50 percent' for 'at least 80 percent' each place it appears.

Foreign Incorporated Entity means any entity which is, or but for subsection (b) of Section 835 of the Homeland Security Act, 6 U.S.C. 395, would be, treated as a foreign corporation for purposes of the Internal Revenue Code of 1986.

Inverted Domestic Corporation. A foreign incorporated entity shall be treated as an inverted domestic corporation if, pursuant to a plan (or a series of related transactions)—

- (1) The entity completes the direct or indirect acquisition of substantially all of the properties held directly or indirectly by a domestic corporation or substantially all of the properties constituting a trade or business of a domestic partnership;
- (2) After the acquisition at least 80 percent of the stock (by vote or value) of the entity is held—
 - (i) In the case of an acquisition with respect to a domestic corporation, by former shareholders of the domestic corporation by reason of holding stock in the domestic corporation; or
 - (ii) In the case of an acquisition with respect to a domestic partnership, by former partners of the domestic partnership by reason of holding a capital or profits interest in the domestic partnership; and
- (3) The expanded affiliated group which after the acquisition includes the entity does not have substantial business activities in the foreign country in which or under the law of which the entity is created or organized when compared to the total business activities of such expanded affiliated group.

Person, domestic, and foreign have the meanings given such terms by paragraphs (1), (4), and (5) of section 7701(a) of the Internal Revenue Code of 1986, respectively.

(c) Special rules. The following definitions and special rules shall apply when determining whether a foreign incorporated entity should be treated as an inverted domestic corporation.

(1) *Certain Stock Disregarded.* For the purpose of treating a foreign incorporated entity as an inverted domestic corporation these shall not be taken into account in determining ownership:

- (i) stock held by members of the expanded affiliated group which includes the foreign incorporated entity; or
- (ii) stock of such entity which is sold in a public offering related to the acquisition described in subsection (b)(1) of Section 835 of the Homeland Security Act, 6 U.S.C. 395(b)(1).

(2) *Plan Deemed In Certain Cases.* If a foreign incorporated entity acquires directly or indirectly substantially all of the properties of a domestic corporation or partnership during the 4-year period beginning on the date which is 2 years before the ownership requirements of subsection (b)(2) are met, such actions shall be treated as pursuant to a plan.

(3) *Certain Transfers Disregarded.* The transfer of properties or liabilities (including by contribution or distribution) shall be disregarded if such transfers are part of a plan a principal purpose of which is to avoid the purposes of this section.

(d) *Special Rule For Related Partnerships.* For purposes of applying Section 835(b) of the Homeland Security Act, 6 U.S.C. 395(b) to the acquisition of a domestic partnership, except as provided in regulations, all domestic partnerships which are under common control (within the meaning of section 482 of the Internal Revenue Code of 1986) shall be treated as a partnership.

(e) Treatment of Certain Rights.

(1) Certain rights shall be treated as stocks to the extent necessary to reflect the present value of all equitable interests incident to the transaction, as follows:

- (i) warrants;
- (ii) options;
- (iii) contracts to acquire stock;
- (iv) convertible debt instruments; and
- (v) others similar interests.

(2) Rights labeled as stocks shall not be treated as stocks whenever it is deemed appropriate to do so to reflect the present value of the transaction or to disregard transactions whose recognition would defeat the purpose of Section 835.

(f) *Disclosure.* The Vendor under this quotation represents that [Check one]:

___ it is not a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73;

___ it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it has submitted a request for waiver pursuant to 3009.104-74, which has not been denied; or

___ it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it plans to submit a request for waiver pursuant to 3009.104-74.

(g) A copy of the approved waiver, if a waiver has already been granted, or the waiver request, if a waiver has been applied for, shall be attached to the bid or proposal.

(End of provision)

Instructions for Offerors

1. The Department of Homeland Security, U.S. Citizenship & Immigration Services (USCIS) is considering issuing a Delivery Order against one of the current DHS FirstSource contracts. The purpose of this delivery order is to obtain Biometric (Live-Scan) Equipment to refresh approximately 134 USCIS locations.
2. All offers shall be received at the office below by the date and time specified in Block 10 of the SF-18 (RFQ). All offers shall include the signed SF-18, acknowledgement of Amendments, if applicable, filled out and signed Offeror's response to provision 3052.209-70. All submissions shall have the name and address of the Offeror along with the Solicitation Number.

Submit one original electronic version (must be Section 508 compliant) of the offerors submission, to:

steven.putnam@dhs.gov and Kristie.Nestle@dhs.gov

All offeror's submission must be received at email addresses above by the date and time specified in Block 10 of the SF-18 to be considered on time.

NO FAXED QUOTATIONS WILL BE ACCEPTED.

4. Prospective Offeror's Questions:

Questions concerning the solicitation shall be submitted via e-mail to Steven Putnam , steven.putnam@dhs.gov and Kristie Nestle, kristie.nestle@dhs.gov, or by fax to (802) 951-6455, ATTN: Steven Putnam and must be received no later than **4:00 pm (EST) 20 October 2009** to allow a reply to be provided in a timely manner before quotation response are due. In order to ensure traceability for questions, Offerors shall cite the section, paragraph, and page numbers.

NO TELEPHONIC INQUIRES WILL BE ACCEPTED.

5. General Quotation Preparation Instructions:

Quotation submissions will be a combination of electronic written narrative and oral demonstration/presentation.

Quotation Limitations: The contents of the volumes shall be within the required page limits specified in the table below. Page limitations shall be treated as maximums. **IF PAGE LIMITATIONS ARE EXCEEDED, THE QUOTATION WILL BE REJECTED.**

The contents of the volumes shall be within the required page limits specified in the table below. Page limitations shall be treated as maximums.

- Proposals must be submitted using Microsoft Office 2000 including Word (.DOC), Excel (.XLS), and PowerPoint (PPT or PPS). Disable all macros on all files.
- Submissions must be legible, single-spaced, computer-printed copy (**on one side only**).
- Except for the reproduced sections of the solicitation document, the text font will be

Times New Roman and text size no less than 10-point proportional.

- Page size shall be 8.5 by 11.0 inches.
- Foldouts are not allowed.
- Elaborate brochures or documentation, binding, detailed artwork, or other embellishments are not allowed.
- Tracking, kerning, and leading values shall not be changed from the default values of the word processing or page layout software.
- Use at least 1-inch margins from the page edge to the main text on the top and bottom and ¾ inch side margins.
- Tables, charts, graphs, appendices, and attachments may be used wherever practical. These pages will be included as part of the page limitation. They should be used to illustrate items such as organization structures, systems and layout, implementation schedules, or plans. These displays shall be uncomplicated, legible and shall not exceed 8.5 by 11.0 inches.

QUOTATION SUBMISSION ORGANIZATION AND PAGE LIMITS

TITLE	PAGE LIMIT
Volume I – Part 1, Technical Response (Written) <ul style="list-style-type: none"> - Project Management/Approach - Deployment Plan - Operations & Maintenance Plan - Vendor Compliance Checklist (Appendix A) - Part 2, Part Performance Information 	Volume I shall not exceed 30 pages in length; Vendor Compliance Checklist is not included in Volume 1 Page Count Past Performance 10 Pages Max.
Volume II – Price Quotation <ul style="list-style-type: none"> - Business Information - Pricing Basis - Assumptions and Constraints (if any) 	No Page Limit

Quotation Submission Organization

The submission shall be organized in two separate volumes. One volume will contain the technical response and past performance. In addition, the contractor will be required to present and demonstrate its proposed solution for evaluation to determine if its solution acceptably meets the requirements of the Statement of Work and the contents of the RFQ. The second volume will contain the Price Proposal.

(1) Volume I - Technical Response (Part 1)

a. The contractor will be required to provide a written narrative detailing its proposed solution to accomplish the requirements of the Statement of Work. The technical response must address the following to determine acceptability of the contractor's proposed solution:

1. Project Management/Approach. The contractor will be required to demonstrate its ability to accomplish the requirements of the SOW to determine acceptability of its proposed project management/approach and level of empowerment provided to Program Manager for accomplishing the requirements of the Statement of Work. The contractor shall submit a draft Program Management Plan to include a risk management plan and communication plan. The plan should also address at a minimum, key personnel (to include résumés), and subcontractor teaming arrangements.

2. Deployment Plan. The contractor will be required to provide a Deployment Plan that describes its solution to accomplish the deployment schedule contained in the Statement of Work, to determine if its plan acceptably meets the requirements of the Statement of Work. Specifically, the deployment plan shall address the Contractor's methodology and ability to meet the deployment schedule, dispose of old equipment, install new equipment, and train Live-Scan system operators.

3. Operations and Maintenance Support Plan. The contractor will be required to demonstrate its ability to accomplish the requirements in section 12.0 of the SOW (Operations and Maintenance Support) and to determine acceptability of its proposed approach. The Contractor shall submit an O&M Plan to include the methodology used to support the 600 Live-Scan Systems in 134 Application Support Centers (ASC); specifically addressing: the method of getting new parts/components to the site, removal of defective parts/components, level of hotline and phone support, number of support personnel, locations of support personnel, getting personnel to the ASC sites when on-site support is required, response times, technical support services, preventative maintenance, remedial maintenance, periods of maintenance, software and hardware maintenance, parts quality, protection of information during equipment maintenance, and remote system access for maintenance.

4. Vendor Compliance Checklist - Appendix A. Contractor must complete the Vendor Compliance Checklist, Appendix A and submit with RFQ Response. RFQ Responses received without the completed Vendor Compliance Checklist – Appendix A will be rejected.

b. Oral Demonstration/Presentation. The contractor will be required to present and demonstrate its proposed solution for evaluation to determine if its solution acceptably meets the requirements of the Statement of Work and the contents of the

RFQ. The government will establish the demonstration date and time via a random draw of all contractors' quotations found to be compliant with the Request for Quotation.

- Location of Oral Demonstration/Presentation. The Oral Demonstration/Presentation will be held at HQ USCIS, 111 Massachusetts Ave, NW, Washington, DC. Detailed directions and instructions will be provided to each offeror with the oral presentation schedule.
- Oral Demonstration/Presentation Limitations. Offerors shall make their oral demonstration/presentation in person to the Technical Evaluation Committee. Submissions of video tapes or other forms of media containing the presentation for evaluation are not authorized and such technical proposals shall be rejected.
- Each offeror will have a maximum of one hour (60) minutes to setup for demonstration/presentation and a maximum of one hour (60) minutes of demonstration/presentation time in which to make its presentation to the TEC. The presentation will then recess for up to one hour. Following the recess, the Government may request clarification of any points addressed which are unclear and may ask for elaboration by the Offeror of any point which has not been adequately supported. Any such interchange between the Offeror and the Government will be for clarification only, and will not constitute discussions within the meaning of FAR 15.306.
- The Government shall make an audio/video recording of the oral demonstration/presentation, to include any requests for clarification. Such recordings will be used by the TEC during evaluation of the technical proposal. The recording shall start with the TEC's direction to begin. It will stop when the Offeror ends its' presentation or after one hour, which ever is less. It will restart when the Government starts the clarification portion and end when the Government is finished requesting clarification or after one hour, which ever is less. A copy of the recording will be provided to the Offeror.
- At the close of the demonstration/presentation, the offeror shall provide the TEC with a listing of the names, firms, and position titles of all presenters. The Government will not accept for evaluation any additional documentation, which may or may not have been referred to in the demonstration/presentation.
- Schedule for Presentation. Presentations will be scheduled with offerors as soon as possible after the closing date for the receipt of quotations. The presentations will be scheduled as tightly as possible.

The order in which offerors will make their demonstration/presentation to the TEC will be determined by a lottery conducted by the contracting officer after receipt of the quotations. Once notified of their scheduled demonstration/presentation date and time, offerors shall present their presentations in person on the scheduled date and time. Requests for offerors to reschedule their demonstration/presentation will not be entertained and no rescheduling of demonstration/presentation will be done unless determined necessary by the Government at the contracting officer's sole discretion, to resolve unanticipated problems or delays encountered in the demonstration/presentation process.

- **Pricing Information.** No price information shall be included in the oral demonstration/presentation.
- **Offeror's Presentation Team.** The Offeror's presentation team is limited to a maximum of five individuals. Only members of the offeror's or subcontractor's in-house staff shall participate in the presentation. The only exception is that any individuals who are proposed to perform or the contract, such as the Project Manager, but who are not currently employed by the offeror or subcontractor, may participate in the presentation. For any portion of the work to be subcontracted, members of the subcontractor's staff will make that portion of the presentation.

Part 2 - Past Performance Information: The Offerors will provide past performance data with the proposal. The Offeror shall provide a list of customer contact information for not less than three (3) but not more than five (5) projects performed within the last three (3) years. The Vendor shall present the following information:

- Customer Name and Address
- Contract Number/Contract Title
- Delivery Schedule/Period of Performance
- Contract Value
- Description of Work Performed and How it Impacts on the Offeror's Ability to Meet the Requirement of the Solicitation
- Customer point of contact (name, telephone number and e-mail address)
 - Business Manager
 - Technical Manager

This list and the information it contains shall not exceed ten (10) pages.

(2) Volume II – Price Quotation

- a. The Price Quotation shall be submitted in an original electronic version (must be Section 508 compliant) by the date and time specified in the RFQ.
- b. The Offeror shall prepare a Price Quotation that contains all information necessary to allow for a comprehensive evaluation. The Price Quotation shall be structured as follows and contain the following information:

1. **Part 1 - Cover Letter shall include:**

- Solicitation Number
- Name and address of Offeror
- Name and Point of Contact telephone number, fax number and email address (primary POC for this quotation)
- DHS FirstSource Contract Number
- Date of submission
- Name, title, and signature of the Contractor's authorized representative (signature authority)
- Offeror's Data Universal Numbering System (DUNS) and Taxpayer Identification Number (TIN)

2. **Part 2 – Pricing Information:**

- Provide fixed unit pricing for all CLINs contained in Block 11 of the SF-18, Schedule of Services and Supplies. **The fixed unit price shall be inclusive of all associated costs (labor; travel, installation and training, etc.) required to perform the requirements of the Statement of Work.**
- Provide pricing data and assumptions utilized to derive the fixed unit price. The pricing data and assumptions should contain the labor categories, number of labor hours and the labor rates for each labor category proposed and details outlining other direct costs necessary during the performance of tasks contained in the Performance Work Statement.

Quotation Evaluation

The Government will make a **single** firm-fixed priced delivery order award resulting from this solicitation to the responsible offeror whose offer conforms to the solicitation and proposes the lowest evaluated total price for all line items, including options, combined.

The price will be evaluated on the basis of total estimated price of the line items combined. The Offeror's price quote shall be in accordance with their DHS FirstSource IDIQ contract, which has previously been determined fair and reasonable.

Basis for Award

This procurement is for commercial of the shelf (COTS) products and will be awarded to the offeror submitting the lowest price technically acceptable quote for all CLIN's listed. Technical compliance/acceptability is determined by the evaluation criteria stated above, oral demonstration/presentation and an acceptable record of past performance. USCIS requests Offerors to offer their best discounted pricing from established DHS FirstSource contract prices.

Brand Name or equal

This procurement contains brand name or equal products. See the FAR provision 52.211-6, Brand Name or Equal for the instructions to contractors if other than the brand named products are to be included in your quotation submission. Be reminded, if the instructions of FAR 51.211-6 are not complied with, your quotation will be rejected.

Appendix A**Vendor Compliance Checklist**

COMPLETED FORM MUST BE SUBMITTED WITH RFQ RESPONSE

	Requirement	Yes	No
	FD-258 Ten-Print Capture Requirements		
1	All Live-Scan systems and components delivered by the Contractor shall be capable of transmitting FBI NIST/EFTS images to a local store-and-forward server.		
2	Live-Scan systems and components provided under this contract shall be FBI certified to comply with the FBI's Integrated Automated Fingerprint Identification System (IAFIS) Image Quality Specifications (IQS) (See Appendix F) and the US-VISIT IDENT System.		
3	Shall process a minimum of six (6) ten-print applicants per hour (i.e., total time for a skilled fingerprint technician to process one FD-258 applicant shall be 10 minutes or less). The process begins when the Live-Scan system scans the 2D bar code with its scanner, entering FD-258 biographic and demographic masthead data, and ends with the submission of the record to the local store-and-forward mail server.		
4	Shall create an EFTS transaction containing 14 fingerprint images and biographic masthead data		
5	The applicant data files transmitted by the Live-Scan system to the local store-and-forward mail server shall include: (a) biographic and site operations text data, and (b) Wavelet Scalar Quantization (WSQ) compressed fingerprint images (14 blocks) corresponding to fingerprint boxes on the applicant fingerprint card.		
6	The image sizes shall be consistent with the fingerprint boxes on the standard FD-258 fingerprint card.		
7	The transmitted fingerprint images shall be in compliance with ANSI/NIST Standards identified in the attached FBI Appendix F.		
8	The compression algorithms used in the Live-Scan system for compressing the fingerprint images must comply with FBI approved WSQ gray scale compression standards.		
9	Each compressed fingerprint image shall be stored in a separate file.		
10	Shall support EFTS v7.0 specifications for maximum sizes of fingerprint images (provided in Table C-2)		
11	Shall support transmission of an EFTS v7.0 file format fingerprint image to the local store-and-forward mail server. Attachment B lists typical USCIS server configurations. All the data files shall be transferred to a specified directory on the mail server. All the data files transmitted by the Live-Scan systems shall comply with all applicable FBI, ANSI/NIST and NIST/EFTS standards for the data interchange.		
12	Shall have the capability to support transmission of an EBTS 8.001 XML file format to the USCIS Enterprise Bus.		
13	Shall meet the basic format requirements for Logical Record types as defined by the EBTS message set forth in the ANSI standards which are also applicable to transmissions to the FBI.		

14	Shall create an alpha/numeric identification number in a specified FD-258 field in the event that the applicant does not have either an A-number or a social security number. The alpha/numeric identification number will consist of a unique applicant identifier appended with a 12-digit date and time stamp in the format CCYYMMDDHHMM. The unique applicant identifier may be a "Z number", which is a 10-digit number generated randomly by the Live-Scan device, an "F number", which is a manually entered number with F in the first position followed by nine numeric numbers, or another unique number specified by USCIS.		
15	Shall store and transmit a unique site code on each submission in a FD-258 field specified by USCIS.		
16	Shall read both 1D and 2D bar codes.		
17	Shall capture information used for quality control (QC) checks (user ID of the QC checker).		
18	Shall have the capacity to store a minimum of 500 ten-print fingerprint records in each machine and 500 biometric records.		
	Requirements for Other Biometrics Capture		
19	Shall process a minimum of six (6) non-tenprint applicants per hour (i.e., total time for a skilled technician to process one applicant shall be 10 minutes or less.) The process begins when the Live-Scan system scans the 2D bar code with its scanner, entering biographic and demographic data, captures a single press fingerprint image, a digital signature, and a digital facial photograph, and ends with the submission of the record to the local store-and-forward mail server.		
20	Shall allow specified biographic data fields to be entered through the use of 1D and 2D bar code scanners/light pens.		
21	Shall allow the single press-print image and/or digital signature capture to be optional.		
22	Shall require the digital photograph capture of a single facial photo per record for applicants whose press print, photo and signature are captured.		
23	Facial photographic images shall be transmitted using compression algorithms that conform to the standards approved and comply with the latest ANSI/NIST Standards identified in the FBI Appendix F.		
24	The applicant data files transmitted by the Live-Scan system to the local store-and-forward mail server shall include: (a) demographic and site operations data (b) Wavelet Scalar Quantization (WSQ) compressed fingerprint images (one block), (c) FAX4 compressed signature image, and (d) JPEG compressed facial photographic image.		
25	The applicant data shall include name, alien registration number, social security number and other applicable biographic and demographic data as directed by the ASC Program. Site operations data shall include fields such as an ASC site code; machine code, operator id, and Live-Scan make and model. Text data fields shall conform to EFTS v7.0.		
26	Shall support transmission to the local store-and-forward mail server of fingerprint images that meet FBI image quality standards. All the data files transmitted by the Live-Scan systems shall comply with all applicable FBI, ANSI/NIST and NIST/EFTS standards for the data interchange.		

27	The Live-Scan System shall create an alpha/numeric identification number called a Transaction Control Number (TCN) on each submission in a field specified by the Government. The TCN shall consist of a receipt number (3 alpha characters, 10 numerics) followed by a zero, and followed by a date CCYYMMDD.		
28	Shall store and transmit a unique site code on each submission in a field specified by the ASC Program		
29	Shall capture management information to include processing time (date and time stamp for each applicant record) by machine and by operator. This management data shall, at a minimum be sent to the store-and-forward mail server.		
30	Each applicant record shall include demographic data; one JPEG compressed photograph image; one optionally captured fingerprint; and one optionally captured signature.		
	Technical Requirements for the Live-Scan System		
31	Comply with all applicable FBI, ANSI/NIST, NIST/EFTS Standards outlined in the FBI Appendix F for the data interchange and list such standards in its documentation.		
32	Be capable of transmitting records using the latest FBI record format – Electronic Biometric Transmission Specification (EBTS) 8.1 and EBTS 8.001 XML.		
33	Provide the run time licenses for its local applications (e.g., database).		
34	Be designed to function in an office environment of 60 to 90 degrees Fahrenheit and 20 to 80 percent relative humidity, non-condensing, and shall not require any special air conditioning.		
35	Meet or provide equivalent facilitation for applicable Section 508 Electronic and Information Technology Accessibility standards for the disabled (see Section 16.0, Electronic and Information Technology Accessibility).		
36	Be upgradeable such that it is capable of capturing a variety of biometric data including type 14, type 4 fingerprint images, iris, photos, and signature using plug and play devices.		
	Software Configurations		
37	The Contractor shall perform all required Live-Scan software configurations/modifications required to interface with USCIS systems and meet USCIS data profile requirements		
38	The Live-Scan application must operate on a USCIS-provided Windows XP operating system with the Federal Desktop Core Configuration (FDCC).		
39	The Live-Scan System shall support a Lightweight Directory Access Protocol (LDAP) connector such that the scanner application software utilizes the Microsoft Active Directory for user accounts and login.		
40	In addition to the USCIS software configurations, the software requires customization for the processing of UKvisas applicants		

41	The contractor must provide two (2) of each type of Live-Scan System ("cabinet", "desktop", and "mobile") to USCIS Headquarters (Attention: Hugh Jordan, Office of Field Operations, 111 Massachusetts Avenue, Washington, DC 20001) within five (5) business days following contract award. The systems shall include all peripherals and the COTS software (if the "cabinet" and "desktop" configurations include identical computers and peripherals, then only one (1) "cabinet" system and one (1) "desktop" system shall need to be provided). These systems will be used for the purpose of systems configuration/compatibility testing and solidifying the USCIS operating system "image" to be used by the Live-Scan Systems.		
	Deployment		
42	No later than 4 weeks from delivery order award date, all software configuration and testing must be completed and final acceptance by the government must be received. The contractor will be required to work on-site with USCIS staff at USCIS Headquarters to solidify the customization of the Live-Scan Application and the operating system image.		
43	No later than 100 calendar days from final acceptance by the government of all software configurations, all Live-Scan systems must be operational at every USCIS location listed in Attachment G. The contractor shall have disposed of old equipment; delivered and installed new Live-Scan equipment, performed operational testing and provided required training at every USCIS location contained in Attachment A for all systems to be considered operational.		
44	The Contractor agrees to meet the Delivery Schedule (Attachment D)		
45	At the time of installation, the Contractor shall conduct on-site training of all USCIS designated Live-Scan operators.		
46	The contractor shall meet the shipping requirements as outlined in section 7.1 of the Statement Of Work (SOW).		
47	The contractor shall meet the disposal requirements as outlined in section 9.0 of the Statement Of Work (SOW).		
48	Old Live-Scan Systems will be installed in accordance with Section 10.0 of the SOW		
	Written Deliverables		
49	The Contractor shall provide all written deliverables/reports as indicated in section 14.0 of the Statement Of Work (SOW).		
	IT Security		
50	The contractor shall assist the appropriate USCIS ISSO with development and completion of all Systems Development Lifecycle (SDLC) activities and deliverables contained in the SDLC.		
51	The contractor shall comply with the DHS Management Directive 4300.1 "Information Technology Systems Security"		
52	All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures as it relates to the Statement of Work		
	Operations and Maintenance (O&M) Support		
53	The Contractor shall provide hotline support via a single toll-free number		
54	The Contractor shall provide O&M support Monday through Friday 7AM to 5PM local time for each ASC (excluding federal holidays).		

55	Contractor shall provide a telephonic response within one (1) hour, at which time a resolution or plan for resolution will be provided.		
56	The contractor shall provide preventative and remedial maintenance services according to section 12.2 of the Statement of Work (SOW).		

****COMPLETED FORM MUST BE SUBMITTED WITH RFQ RESPONSE****

The following responses provided to provide contractors' disposition from the questions received from the Draft RFQ received previously. These responses are a consolidation of similar or identical questions from multiple sources.

If further questions arise, following the instructions contained in the RFQ.

1. Is USCIS considered fitting the current cabinets with new lives can and computer equipment?

Response: No current cabinets are not being reused.

2. There is a specific file naming convention for internal storage of fingerprints offered in Table C-1. Since this is just local storage or cache, why is a specific naming convention required?

Response: Specific naming convention is not required; Requirement removed from SOW.

3. Confirm that the NIST file structure, in use today at USCIS, is still required.

Response: Yes.

4. Will there be an ODC Clin? Will Travel have to be approved by the government?

Response: The fixed unit price shall be inclusive of all associated costs (labor; travel, installation and training, etc.) required to perform the requirements of the Statement of Work.

5. What is CIS' expected award and POP completion date?

Response: USCIS anticipates awarding the Delivery by the end of December 2009. Period of performance will commence upon award and continue as stated in the Statement of Work.

6. Will CIS provide a site contact for each site that can verify site conditions including delivery readiness, provide building access and site work signoff?

Response: Yes; each site location POC will be provided after award and prior to installation.

7. Security Requirements. What, if any, are the security requirements for integration personnel involved with the image deployment and packaging requirements?

Response: See the Security Requirements at Section 18 of the Statement of work.

8. SOW Section 6.2.1, Applicant biographic and demographic data shall be contained in a text file in standard .tif format. Does USCIS require this data and format in addition to the EFTS v7.0 record?

Response: USCIS requires data in the EFTS v7.0 format; SOW modified removing the requirement for .tif format.

9. SOW Section 6.2.1, each compressed fingerprint image shall be stored in a separate file named as follows: (Table referenced on Page 10). Does USCIS require this data and format in addition to the EFTS v7.0 record?

Response: No

10. SOW Section 6.2.1, all the data files shall be transferred to a specific directory on the mail server. Does USCIS plan to use FTP (or other file transfer methodologies) or SMTP as the term "mail server" implies?

Response: SMTP

11. SOW Section 6.2.1, Shall create and support transmission of an EBTS 8.001 XML file format to the USCIS Enterprise Bus. The Draft RFQ refers to EFTS 7.0 file format and specifications and EBTS 8.001 XML. Which file format and specification is required for compliance at time of award?

Response: EFTS 7.0

12. SOW Section 6.2.1, Shall create and support transmission of an EBTS 8.001 XML file format to the USCIS Enterprise Bus. The Draft RFQ refers to transmission of an EFTS v7.0 compliant file to a mail server and an EBTS 8.001 XML compliant file to the USCIS Enterprise Bus. Which transmission specification is required for compliance at time of award?

Response: Transmission of an EFTS v7.0 compliant file to a mail server

13. SOW Section 6.2.1, Shall be capable of producing fingerprint images with less than a 2% FBI reject rate. USCIS plan to verify compliance with this requirement?

Response: Standard removed from Statement of Work

14. SOW Section 6.2.1, Shall capture management information to include processing time (date and time stamp for start time and stop time for each applicant record) by machine and by operator, and for each applicant, number of reprints or rejects by machine and by operator. This management data shall, at a minimum, be saved to an ASCII text file and sent to the store-and-forward mail server or other devices. Can USCIS please provide the data file layout as well as the specifics for transmission to the mail server?

Response: Will be provided to contractor after award.

15. SOW Section 6.2.2, The photo shall be automatically sized according to the specifications listed in the FBI Appendix F. Please provide more information as to the requirement in this paragraph. Is it USCIS' requirement to be NIST Best Practices compliant?

Response: Statement of Work updated removing requirement.

16. SOW Section 6.2.2, Shall capture management information to include processing time (date and time stamp for each applicant record) by machine and by operator. This management data shall, at a minimum be sent to the store-and-forward mail server. Can USCIS please provide the data file layout as well as the specifics for transmission to the mail server?

Response: Will be provided to contractor after award.

17. SOW Section 6.2.3, Be capable of transmitting records using the latest FBI record format – EBTS 8.1 and EBTS 8.001 XML. The Draft RFQ references EFTS v7.0, EBTS 8.1, and EBTS 8.001 XML as the required file format. Is it a requirement to generate transactions for all the three specifications? Are there separate locations for each file to be transmitted to?

Response: Yes, the system must be capable of transmitting records using all three specifications. However, at time of award, only the EFTS v7.0 specification will be used to transmit records.

18. SOW Section 6.2.3, Have the ability to integrate an audit trail of the Live-Scan Operator automatically to all records generated with HSPD-12 specification with PIV capability. Does USCIS require that the Live-Scan Operators use their PIV credentials for logon and auditing? Please clarify this requirement.

Response: Requirement removed from Statement of Work

19. SOW Section 6.2.3, Have the ability to encrypt records following the FIPS 140-2 and FIPS 197 Advanced Encryption Standard 256 compliant algorithms. Does USCIS require the records be encrypted while stored locally, only during transmission, or both?

Response: Requirement removed from Statement of Work

20. SOW Section 6.2.4, The Live-Scan Systems are comprised of 3 different hardware configurations in the quantities specified in the delivery order schedule: Will DHS provide the awardee with diagrams of what the final solutions will look like or is contractor responsible for creating them?

Response: It is the responsibility of the Contractor to propose complete systems

21. SOW Section 6.2.4, A portable backdrop will be included for the purposes of capturing photographs. Can the backdrop and corresponding stand be in a separate carrying case from the enrollment system?

Response: Yes; Statement of Work modified

22. SOW Section 6.2.5, The Contractor shall perform all required Live-Scan software configurations/modifications required to interface with USCIS systems and meet USCIS data profile requirements. What detailed configuration is required above the base OS load to include software packages, customization steps, etc. required to make the final image?

Response: This is primarily related to configuring the Live-Scan software application to successfully interface with the local store and forward mail servers, the LDAP connector, and to ensure compatibility with DHS network settings and virus scanning software. USCIS Office of Information Technology will be responsible for OS configurations and settings (ex. Administrator rights, Network protocols and settings, etc.), loading device drivers, virus scan software, etc.

23. SOW Section 6.2.5 Image, Will the government provide the specs for which the COTS image will be based on?

Response: The base OS image will be based upon the Federal Desktop Core Configuration (FDCC). Specs provided in the Statement of Work

24. SOW Section 7.1, The Live-Scan Systems shall be shipped to arrive at the installation site no sooner than 72hrs prior to installation. Can the government confirm that there will be adequate space available at each location to receive and store the new equipment 72 hours in advance of the installation?

Response: Yes, each location will have ample space to receive equipment

25. SOW Section 8.0, Login and password integration (using an LDAP connector to access the Microsoft Active Directory) will also be tested. Phase 1 requires acceptance no later than 28 calendar days after award date. Will the government require that the LDAP connector to access the Microsoft active Directory be tested remotely for each system prior to shipping and installation? If so, how will the government provide access to the LDAP connector for the integrator?

Response: No, each system will not be tested remotely. The configuration and testing related to the LDAP connector will occur during the live-scan software application customization phase. The testing will be conducted using the 4-6 initially provided systems at USCIS headquarters.

26. SOW Section 8.0, This tests the communication connection between the Live-Scan system and the local store-and-forward mail server. Will the government require that access to the local store and forward mail server be tested remotely for each system prior to shipping and installation? If so, how will the government provide access to the server to the integrator?

Response: No. During the initial software testing and configuration, the 3 different Live-Scan models will be tested for transmission to the local store-and-forward mail server.

Each Live-Scan System will be tested for proper transmission during installation. This will occur by sending a test record from the Live-Scan Systems to the local store and forward mail server.

27. SOW Section 8.0, This tests the communication connection between the Live-Scan system and the ESB. The test must demonstrate that the fingerprint file generated by the Live-Scan is in the format specified by all relevant standards, compliant with ANSI/NIST and FBI EBTS specifications. Can the government specify the ANSI/NIST and FBI specifications they deem relevant for a compliant solution?

Response: EBTS 8.001 XML

28. SOW Section 9.0, Live scan systems at each specific location are to be disposed of in accordance with this SOW unless the Contractor is notified by the Government five business (5) days prior to the scheduled de-installation date that other disposal means will be utilized. Can the government specify the "other disposal means" that will be utilized?

Response: Statement of Work modified clarifying

29. SOW Section 9.0, Remove the hard drive component from the CPU of each Live-Scan system and give the hard drive components to the onsite Desktop Support Manager (DSM). Will the government require that the hard drive be cleansed of all data prior to delivery to the onsite DSM?

Response: No, the DSM will be responsible for hard drive degaussing

30. SOW Section 9.0, Dismantle and haul away each complete Live-Scan system and attached components for disposal as scrap. Can the government provide general specifications for the old systems and components that will be removed?

Response: The components are the same as those listed in section 6.2.4 Hardware Configurations in the SOW. There are currently 545 "cabinet", 45 "desktop", and 12 "mobile" Live-Scan Systems requiring disposal.

31. SOW Section 9.0, Ensure that all applicable Environmental Protection Agency (EPA) and state environmental regulations are met in disposing of the scrap property. Can the government provide a list of "all applicable Environmental Protection Agency and State Environmental regulations"?

Response: Contractor is responsible for compliance in accordance with the terms and conditions of their DHS FirstSource Contract.

32. SOW Section 10.0, The Contractor shall, in all cases, be responsible for burn-in, certification, and delivery of hardware and software not later than the delivery date specified in this delivery order, in accordance with the Schedule. What will the government require to certify that each system is completely operational prior to delivery?

Response: The government will provide this certification at the time of initial configuration using the 4-6 initially provided Live-Scan Systems. This certification will occur before deployment is allowed to commence. The government will not test each system prior to delivery.

33. SOW Section 10.0, Encrypting data for transmission to the mail server. Is this requirement in the wrong section?

Response: Statement of Work modified for clarity

34. SOW Section 10.0, The Contractor shall, in all cases, be responsible for burn-in. What are the pre-deployment burn-in requirements (Length, paperwork, etc)?

Response: Burn-in not be required; Statement of Work edited accordingly

35. SOW Section 11.0 On-Site Training, Will the government be providing a room at each location to conduct training?

Response: No, training will occur in the applicant processing area where the Live-Scan Systems are located.

36. SOW Section 14.0, The Contractor shall provide a monthly USCIS Systems Information Report to the COTR in MS Excel format via email no later than ten (10) business days following the end of the month. Will the government provide access to this system or will the integrator be required to provide via their own system?

Response: Contractor will be responsible for maintaining its own system of record.

37. SOW Section 18.0, Prior to the commencement of work, the Contractor shall ensure that all personnel involved in the operations and maintenance service, and related work thereof, meet the security requirements identified in this SOW. What Security Requirements will the government require of the deployment resources installing the new systems? Suitability only? Background Investigations?

Response: See solicitation and Statement of Work for security requirement for Suitability Determination and Background Investigations.

38. There is a specific file naming convention for internal storage of fingerprints offered in Table C-1. Since this is just local storage or cache, why is a specific naming convention required?

Response: Statement of Work modified clarifying naming convention.

39. Will the USCIS procurement consider small business (HUB Zone) credits for this program?

Response: USCIS has chosen DHS FirstSource contract vehicles; All FirstSource awardees are small businesses, no further socio-economic considerations are required.

40. Do you anticipate a bidders' conference to be held for this requirement.

Response: No conference is being held

41. What is the estimated date for orals/demonstrations?

Response: Based upon the current response date in the RFQ, USCIS anticipates conducting oral demonstration/presentation on or about November 5 thru 13, 2009

42. For oral demonstrations, where we may demonstrate our solution, will we be expected to interface directly to your system at the Massachusetts Avenue facility?

Response: No

43. Is there flexibility in the installation dates indicated in Attachment D? The number of installation teams operating during these weeks range from 3 to 15 teams. We would like to consider flattening out the installation team structures.

Response: The Deployment Schedule has been coordinated with USCIS functional elements to minimize disruptions to normal business operations. An alternate deployment schedule may be proposed, however if government review deems the schedule unacceptable, then the contractor's quotation submission maybe found unacceptable.

44. Attachment D, Deployment Schedule indicates a Type of COLO or SA. Can you explain the abbreviations?

Response: COLO – stands for “Co-Located” and signifies that an Application Support Center (ASC) is located in a Government-provided facility. SA – stands for “Stand-Alone” and signifies that an Application Support Center (ASC) is located in a Contractor-leased facility.

45. SOW Section 6.2.1 and 6.2.2 in the Subject RFQ Statement of Work requires that a 10 print process take an average of 10 minutes to complete and that a non 10 print process take the same average of 10 minutes. When applicants are required to have both processes, is the average time for that to be 20 minutes?

Response: The average processing time will be 10 minutes. Although the two 2 processes contain a lot overlap, they are independent of each other.

46. For the cutover at each cabinet or desktop, will the installation team be able to remove each workstation, disabling that applicant processing desk for a short interruption in services, or will

we be required to keep the existing unit operational during the installation of the new equipment?

Response: During installation, the ASC will not be processing applicants (this will be coordinated well in advance such that a certain window of time will be allotted where no applicants will be scheduled for processing) and the existing equipment shall be allowed to be non-operational while it is removed for disposal and the new systems are installed.

47. Will the government allow the contractor to propose an incentive for early delivery?

Response: No

48. Please update the SF18 to be a small business set aside. The DHS Firstsource contract is a small business set aside.

Response: Not required, all DHS FirstSource contractors are small business.

49. Page 55 – Can tables, charts, & graphs be 10 pt font?

Response: Yes, RFQ Instructions modified accordingly.

50. Page 58 – Will there be a past performance questionnaire?

Response: Past Performance Questionnaires not required. See RFQ for Past Performance Information requirements.

51. Please confirm if the government would like the contractor to propose Key Personnel / Resumes. What is the minimum number of key personnel resumes that the offeror shall propose?

Response: Dependent upon the Contractor's management approach, it is the responsibility of the Contractor to identify any key personnel, if any, to be utilized in order to perform the work specified in the SOW. Statement of Qualifications is the preferred method of demonstrating qualifications of key personnel. See RFQ Submission instructions.

52. Assume all relocations will be priced separately since locations are unknown?

Response: Statement of Work modified clarifying relocations.

53. Can contractors provide alternative desktop / laptop/UPS OEMs?

Response: See RFQ, specifically the FAR provision 52.211-6, Brand Name or Equal and the instructions section of the RFQ.

54. The current ones provided may not meet the requirements of the new Live-Scan devices. One example is that page 16 requires ruggedized mobile units; however the Dell M6400 laptop is not a ruggedized laptop.

Response: The Statement of Work does not call for ruggedized mobile units. Only the case for transporting the mobile system shall be ruggedized.

55. Will there be payment for the 2 of each systems required for imaging / testing? Is it safe to assume that these units will be kept at CIS for the duration of this project for continued testing?

Response: Contractor may invoice for products delivered and accepted by the government. Yes theses systems will be kept at USCIS for duration.

56. Is the contractor required to perform a discrete C&A on this system, or is this considered part of a USCIS General Support System?

Response: No, Contractor will be required to update the existing Live-Scan C&A

57. What level of contractor involvement will be necessary to perform C&A activities for the devices once deployed?

Response: Contractor will be required to update the existing Live-Scan C&A with new configurations. The C&A will be provided in soft copy.

58. The government has incorporated a series of disincentives into the structure of this contract. As such, this has the structure of a performance based engagement. Based on that fact, it is recommended that the government require offerors to provide a Quality Assurance Surveillance Plan to guide alignment to key metrics that define success for this program and ensure quality. If the government will require this, it is recommended to increase the page count by a minimum of 15 pages to account for this requirement.

Response: No QASP required

59. What is the government's timeline for phase 4 testing?

Response: Phase 4 testing will be conducted at the discretion the Government and will be determined after award.

60. What types of security scans are required for devices to be attached to the USCIS LAN/WAN, (2) who would perform those scans, and (3) would they be done prior to the site installation being considered complete?

Response: These configurations will be set during the software customization and USCIS operating system image configuration by OIT (with assistance from the Contractor, as required), which will be performed prior to deployment. At the point of installation, the complete Live-Scan Systems will need to be unpacked and plugged into

the network port. At which time, the local DSM will assist with port configuration, IP address configuration (if not performed previously), and sending a test record.

61. Will USCIS have available new static IP addresses for each of the new devices by the time they reach the installation site?

Response: Yes, shortly after award and prior to deployment, the Contractor will be provided with a list of static IP addresses.

62. Will USCIS personnel be responsible for any changes needed to the ASC mail servers to support the new devices (i.e. new accounts/addresses for new devices)?

Response: USCIS will be responsible for the ASC mail servers.

63. Does USCIS have a preferred method of communicating/integrating the contractor's CMDB for device configuration to the USCIS CMDB?

Response: The preferred method of communicating/integrating the contractor's CMDB for device configuration to the USCIS CMDB is XML.

64. What duration of runtime is required for the UPS devices?

Response: 15 minutes at a minimum

65. Will the USCIS encryption key authority be used for this deployment, or will the contractor be required to provide their own key management system?

Response: Statement of work modified, removing requirement.

66. Regarding Performance Deductions, will USCIS allow the contractor to propose an incentive structure for exceeding operational availability targets?

Response: No

67. In the "Basis of Award" section makes mention that this procurement is for "brand name products only". Can you please provide some clarification?

Response: Live-Scan Hardware and Software must be brand name COTS products.

68. Is it the Government's intention to evaluate Original Manufacturer Equipment?

Response: Yes

69. Will the government accept 3rd party integrators who put proprietary software on a traditional OEM platform to create an alternative solution.

Response: Yes Live-Scan Hardware and Software must be brand name COTS products.

70. Will the Government or Contractor be responsible for developing, testing and applying patches to deployed systems post installation?

Response: The Government will be responsible for virus protection, security patches/updates, etc. The Contractor will be responsible for any Live-Scan Application updates/patches, etc.

71. SOW Section 6.2.1, Paragraph 5: Each compressed fingerprint image shall be stored in a separate file named as follows; Does USCIS require this data and format in addition to the EFTS v7.0 record?

Response: No. Table C-1 and the corresponding language edited in Statement of Work

72. SOW Section 6.2.1, Paragraph 3: Shall create and support transmission of an EBTS 8.001 XML file format to the USCIS Enterprise Bus; The Draft RFQ refers to transmission of an EFTS v7.0 compliant file to a mail server and an EBTS 8.001 XML compliant file to the USCIS Enterprise Bus. Which transmission specification is required for compliance at time of award?

Response: EFTS v7.0 compliant file to a mail server

73. SOW Section 6.2.2, Paragraph 6: Have the ability to encrypt records following the FIPS 140-2 and FIPS 197 Advanced Encryption Standard 256 compliant algorithms. QUESTION: Does USCIS require the records be encrypted while stored locally, only during transmission, or both?

Response: Requirement removed from Statement of Work

74. SOW Section 6.2.4, Paragraph 23: A portable backdrop will be included for the purposes of capturing photographs: Can the backdrop and corresponding stand be in a carrying case separate from the enrollment system?

Response: Yes

75. In our opinion, section 12.1 (Page 25) is somewhat ambiguous with regards to the Technical Support Hotline. Elements of this section seem to indicate that the contractor will receive tier 1 support calls from ACS operators; however, other sections imply that a USCIS Service Desk will provide the tier 1 support and will only call the Contractors 'hot line' when it has been determined that there is a technical problem with the equipment. Furthermore, there is an implication that the contractors call center need not be staffed in a way that allows an immediate response to the USCIS query, only that the contractor provides a "telephonic response" within 1 hour. We believe the government will be best served by clarifying the contractor's requirements for provision of a "technical support hotline". Will the contractor only receive calls from the USCIS Service desk? Can the contractor utilize a "voice response unit" to receive and log the call and then provide a human response within one hour?

Response: When problems arise, the ASC staff will contact the USCIS Service Desk, which will create a ticket and call the Contractor's hotline. The Contractor's hotline will not be contacted directly by ASC staff, it will only receive calls from the USCIS Service Desk. The SOW states that the Contractor must provide a response (that includes a resolution or plan of resolution) to the ASC staff within 1hr of receipt of USCIS Service Desk call. Therefore, the Contractor's hotline must be able to accept calls from the USCIS Service Desk, receive the information (including the ticket number, description of problem, time of call, etc.), and have a technician call the ASC Staff with a resolution (or plan of resolution) within 1hr.

76. With regards to Section 12.2.1.3-1 preventative maintenance – hardware: mandatory quarterly maintenance for modern computer based equipment that has no moving parts seems excessive. We suggest that the government allow the contractor to determine a maintenance schedule that is better suited to this equipment. The government is already imposing a “fine” for equipment that exceeds a particular downtime threshold; therefore it is in the contractor's best interest to maintain the equipment in top operating condition.

Response: Statement of Work modified for clarity.

77. The RFP does not give any indication for how the contractor will be compensated for repairs and maintenance that are caused by improper use, abuse, or accidental damage to the equipment.

Responses: Issues that are the fault of the Government (abuse, damage, etc.) would not be required of the Contractor to cover as part of the warranty or O&M

78. Section 4.0 Background states that deployment of systems to overseas sites may be required and is considered in scope. How will the contractor be compensated for these undefined services on a strictly Firm-Fixed Price contract?

Response: Statement of work edited clarifying question

79. The government should rethink the use of the term “Facial recognition software” as used on page 12 of the RFP. This term is usually associated with facial matching (1:1 or 1:N). We believe that what the government requires is Facial Quality Assessment software that will in real time provide feedback to the operator that the image in the view of the camera meets some preset quality limits for: size, centering, and skew as well as many other properties. Furthermore, the government may wish to specify a particular image quality standard such as “ICAO 9303” compliant.

Response: Term has been renamed to “Face Detection Software”. No standard will be included.

80. SOW Section 6.2.3. Technical Requirements for the Live-Scan System specifies the use of a foot pedal to allow fingerprint capture. If we propose fingerprint scanners with auto-capture

and auto-save functionality, which negates the need for the operator to interact with the livescan/application via a foot pedal, mouse, or keyboard is the foot pedal still required?

Response: No. Statement of Work edited.

81. The remedial maintenance timelines on page 27 are not consistent with the Performance Deductions timelines on page 29. Example: On-site support within 72 hours for Puerto Rico, US VI (Page 27) versus 5 days for U.S. territories (Page 29).

Response: Statement of Work edited for clarity

82. Page 36 states clearly that non-U.S. citizens are not permitted in the performance of this contract for work related to DHS IT systems. On page 44 the waiver process is described which would enable some non-U.S. citizens to support the program. Will waiver requests be accepted under this contract?

Response: Follow guidance in Statement of Work

83. SOW Section 11.0 "Site Supervisor Training" instruction on report generation is requested. What does this refer to. We did not see any requirement for report generation from the Livescan systems.

Response: Statement of Work modified